

CHANGE

U.S. DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION

1100.2C CHG 17

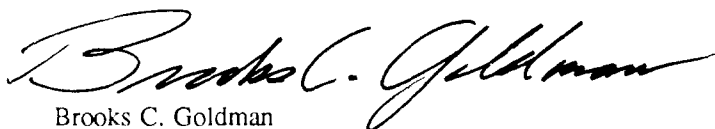
5/1/91

SUBJ: ORGANIZATION — FAA HEADQUARTERS

1. **PURPOSE.** This change transmits revised pages to Chapter 94, Office of Air Traffic System Effectiveness.
2. **EXPLANATION OF CHANGES.** In 1989, the Office of Air Traffic System Effectiveness was established with three divisions and expanded functions in the area of system improvements. Budgetary constraints have prevented the implementation of the expanded functions and it is now necessary for position management and personnel productivity to combine two divisions. This combination will not derogate Air Traffic's ability to perform the system improvement function, but will allow it to make optimum use of its staff in order to accomplish the functions.
 - a. The System Improvements Division is abolished.
 - b. The Accident and Incident Division is expanded to incorporate the functions of the System Improvements Division and is retitled the Quality Assurance Division.
3. **DISPOSITION OF TRANSMITTAL.** After filing the revised pages, this change transmittal should be retained.

PAGE CONTROL CHART

Remove Pages	Dated	Insert Pages	Dated
xxi and xxii	7/3/90	xxi	7/3/90
		xxii	5/1/91
94-1 thru 94-3	10/2/89	94-1 and 94-2	5/1/91
		94-3	10/2/89
94-4 and 94-5 (and 94-6)	10/2/89	94-4 and 94-5 (and 94-6)	5/1/91



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Associate Administrator
for Administration

7/3/90

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CHAPTER 94. OFFICE OF AIR TRAFFIC SYSTEM EFFECTIVENESS

OFFICE OF AIR TRAFFIC SYSTEM EFFECTIVENESS

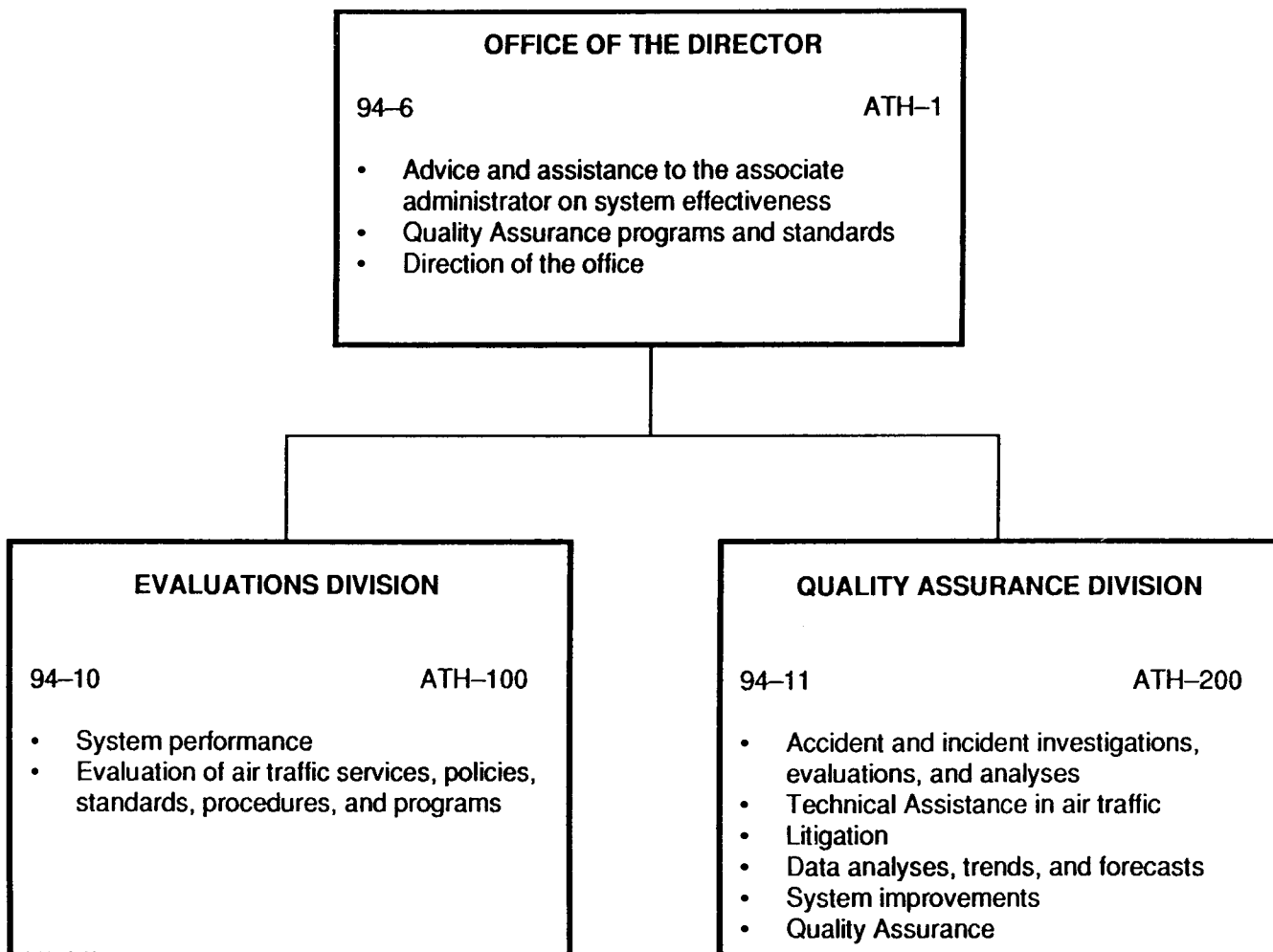


FIGURE 94-1. FUNCTIONAL ORGANIZATION CHART

CHAPTER 94. OFFICE OF AIR TRAFFIC SYSTEM EFFECTIVENESS

94-1. MISSION. The Office of Air Traffic System Effectiveness advises and assists the Associate Administrator for Air Traffic in conducting evaluations and analyses of the quality and effectiveness of air traffic programs, policies, standards, and procedures; conducts comprehensive evaluations and analyses of operational errors and deviations identified in the air traffic control system; investigates air traffic involvement in aircraft accidents; represents air traffic interests in litigation resulting from incidents and accidents; and ensures that appropriate corrective actions are implemented.

94-2. FUNCTIONAL ORGANIZATION. The functional organization of the office is shown in Figure 94-1.

94-3. FUNCTIONS. The office:

a. Maintains a comprehensive air traffic accident and incident data base covering all facets of air traffic operations.

b. Conducts comprehensive evaluations of air traffic system performance; analyzes operational errors, deviations, and accident and incident reports and statistics to identify critical air traffic safety trends and issues in order to develop recommendations to correct causes or prevent recurrences; relays such analyses to responsible offices and services for appropriate followup; reviews special and annual summaries of operational errors and operational deviation analyses prepared by the Associate Administrator for Aviation Safety; reviews analyses and evaluates all facets of the air traffic system to identify innovative and proactive approaches to improving the quality and effectiveness of the air traffic control system; and initiates investigative/preventive actions.

c. Develops recommendations for national policies, procedures, and standards governing accident notification and preparation by air traffic personnel in the investigation of aircraft accidents when air traffic functions are involved.

d. Develops national air traffic quality control programs and ensures they are being maintained and properly documented.

e. Conducts or assists in conducting comprehensive evaluations and analyses, emphasizing particularly:

(1) Overall air traffic control system performance.

(2) Resource allocation and utilization.

(3) Adequacy of policies, standards, procedures, and programs.

f. Ensures that appropriate actions are taken within the Air Traffic organization to correct or prevent the recurrence of operational errors and deviations, as identified in comprehensive evaluations and analyses, and monitors the accomplishment of those actions.

g. Serves as the liaison with the Associate Administrator for Aviation Safety, the National Transportation Safety Board (through the Office of Accident Investigation), the Office of Inspector General, Deputy Associate Administrator for Appraisal, and other aviation safety offices on air traffic system matters.

h. Participates with the Office of Accident Investigation in the investigation of aircraft accidents and incidents with respect to air traffic control or aeronautical communications facilities and provides technical and expert assistance in litigation matters involving air traffic services.

94-4. RESERVED

94-5. OFFICE OF THE DIRECTOR. Under the executive direction of the Associate Administrator for Air Traffic, the director, assisted by a deputy director:

a. Serves as focal point within Air Traffic for coordination with public, private, domestic, military, and international counterpart elements and representatives of safety interests on matters of the quality and effectiveness of air traffic programs.

b. Represents the associate administrator in Government, industry, and academic community gatherings on matters regarding evaluation of air traffic programs.

c. Advises the associate administrator on air traffic programs and policies and serves as focal point for the associate administrator on matters of air traffic quality assurance.

d. Provides leadership and direction in planning, organizing, directing, and controlling office activities.

e. Provides for effective evaluation of program performance and assesses the adequacy of followup to secure correction of deficiencies.

94-6. thru 94-9. RESERVED

94-10. EVALUATIONS DIVISION. The Evaluations Division is responsible for conducting assessments to ensure quality is maintained systemwide in air traffic programs and activities. The division is responsible for identifying trends in the air traffic system by evaluating

and assessing the effectiveness and efficiency of the overall air traffic service.

a. Conducts comprehensive evaluations of air traffic system performance.

b. Develops national air traffic evaluation programs and ensures they are being maintained and properly documented.

c. Conducts or assists in conducting comprehensive evaluations and analyses, emphasizing particularly:

(1) Overall ATC system performance.

(2) Resource allocation and utilization.

(3) Adequacy of policies, standards, procedures, and programs.

d. Monitors and periodically reviews in detail designated major headquarters air traffic programs and activities as a quality control process to ensure proper program/project progress. Identifies any problems or potential problems detected during these reviews.

e. Monitors and tracks designated system plans to ensure successful completion of milestones and plan requirements.

f. Reviews proposed headquarters air traffic major programs and activities to ensure adherence to structured quality assurance/control criteria.

g. Plans, coordinates, and conducts multifacility evaluations/assessments to determine interoperational and traffic management effectiveness.

h. Is the focal point and has lead responsibility for scheduling and conducting full-facility, followup, regional and Washington air traffic offices, and special evaluations.

i. Ensures the appropriate headquarters elements are informed of significant problem areas identified in evaluation reports.

j. Conducts inflight evaluations of the air traffic system using agency/rental aircraft and cockpit authority.

k. Serves as the Air Traffic program office for the evaluation flight program including the issuance of evaluation cockpit authorization and the use of agency or rental aircraft for air traffic evaluation purposes.

l. Serves as a resource for the other divisions in conducting onsite reviews, assessments, and investigations.

m. Identifies suspect/questionable procedures or instructions contained in all appropriate air traffic handbooks as a result of air traffic facility and program evaluations.

94-11. QUALITY ASSURANCE DIVISION. The Quality Assurance Division is responsible for conducting indepth investigations into aberrations in the national air traffic system; i.e., accidents, operational errors, etc. The division is also the air traffic focal point for interaction with other safety-related organizations in matters relating to aircraft accidents and air traffic incidents. The office develops and conducts studies of the national air traffic system using statistical processes such as modeling, charting, trend analysis, frequency distributions, etc., for the purpose of identifying and predicting problem trends. Additionally, it is responsible for implementing and tracking corrective actions which result from evaluations, analyses, and accident and incident investigations. The division:

a. Develops recommendations for national policies, procedures, and standards governing accident notification and preparation by air traffic personnel in the investigation of aircraft accidents when air traffic functions are involved.

b. Serves as the focal point within Air Traffic for coordination and liaison with the Office of Accident Investigation, the National Transportation Safety Board, the Office of Inspector General, and other aviation safety offices on air traffic system accidents and incidents.

c. Participates in the investigation of aircraft accidents and incidents with respect to air traffic control or aeronautical communications facilities and provides technical and expert assistance in litigation matters involving air traffic services.

d. Conducts inflight evaluations of the air traffic system using agency/rental aircraft and cockpit authority when investigating accidents and air traffic incidents.

e. Participates in both civil and military aircraft accident investigations in accordance with established directives.

f. Identifies suspect/questionable procedures or instructions contained in all appropriate air traffic handbooks as a result of operational error/air traffic incident/accident investigations and onsite assessments.

g. Provides technical assistance to the Office of the Chief Counsel and to the Department of Justice attorneys in support of the U.S. Government's position in lawsuits.

h. Serves as the focal point for notification procedures and alerts the director and/or associate administrator of designated incidents/accidents involving air traffic control handling.

i. Serves as the national focal point for the reclassification of operational errors/deviations.

j. Represents the Associate Administrator for Air Traffic, in an advocacy role, in matters concerning the devel-

opment and implementation of quality assurance programs.

k. Maintains a comprehensive air traffic accident and incident data base covering all facets of air traffic operations.

l. Analyzes operational errors, deviations, and accident and incident reports and statistics to identify critical air traffic safety trends and issues in order to develop recommendations to correct causes or prevent recurrences. Relays such analyses to responsible offices/services for appropriate followup. Also reviews special and annual summaries of operational errors and operational deviation analyses prepared by/for the Associate Administrator for Aviation Safety.

m. Ensures that appropriate actions are taken within the Air Traffic organization to correct or prevent the recurrence of operational errors and deviations, as identified in comprehensive evaluations and analyses.

n. Reviews/tracks recommendations for national policies, procedures, and standards governing the air traffic system and personnel to improve system effectiveness.

o. Disseminates reports of evaluations, trend analyses, and accident and incident investigations to air traffic organizational elements for review and corrective action.

p. Serves as the focal point for office automation within the Office of Air Traffic System Effectiveness.

q. Serves as a source of inquiry and a resource for the other Air Traffic organizations for preparation of major evaluations and resolving safety issues.

r. Performs statistical, analytical, qualitative, and engineering studies to support thorough investigations of air traffic incidents and accidents.

s. Serves as the national coordinator for the Flight Assist Program.

t. Tracks actions taken within Air Traffic organizations to correct or prevent the recurrence of operational errors and deviations and accidents/incidents as identified through investigations, evaluations, and analyses.

u. Reviews all analyses and evaluates all facets of the air traffic control system to identify innovative and proactive ways to improve the quality and effectiveness of the ATC system and initiates investigative/preventive measures, as appropriate.

v. Manages the Air Traffic Unsatisfactory Condition Reporting (UCR) Program, Operational Error/Deviation Investigation and Reporting Program, and other programs designated by the director. Oversees the Aviation Safety Reporting System Program as it applies to air traffic.

94-12. WITHDRAWN—CHG 17.

